

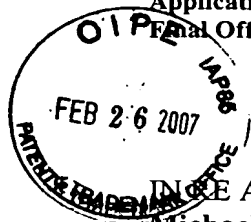
DOCKET NO.: 119645-00103.118

PATENT

Application No.: 09/690,566

Final Office Action Dated: August 24, 2006

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



IN RE APPLICATION OF:

Michael P. Lilly, et al.

SERIAL NO: 09/690,566

CONFIRMATION NO.: 1577

: EXAMINER: Beth Van Doren

FILED: October 17, 2000

: GROUP ART UNIT: 3623

FOR: SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER
SERVICE IMPACT

Express Mail Label No: EV970698606US

Date of Deposit: February 26, 2007

MAIL STOP RCE
COMMISSIONER FOR PATENTS
P.O. BOX 1450
ALEXANDRIA, VA 22313-1450

REPLY PURSUANT TO 37 CFR § 1.111

In response to the Final Official Action dated August 24, 2006, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- ☐ Amendments to the Specification begin on page _____ of this paper.
- ☒ Amendments to the Claims are reflected in the listing of the claims which begins on page 2 of this paper.
- ☐ Amendments to the Drawings begin on page _____ of this paper and include an attached replacement sheet.
- ☒ Remarks begin on page 14 of this paper.

03/01/2007 HGUTEMA1 00000002 022555 09690566

03 FC:1202 600.00 DA
04 FC:1201 1000.00 DA